Business & Professional Development

Courses:

Interpersonal Communication:
Effective Communication

Interpersonal Communication:
Listening Skills

Interpersonal Communication:
Telephone Skills

Advanced Interpersonal Communication:
Building Relationships

Advanced Interpersonal Communication
Communication with Co-Workers

Communicating with Difficult People:
Working with Difficult Employees

Communicating with Difficult People:
Handling Difficult Co-Workers

Managing Performance: Establishing a
Performance Plan

Managing Performance:
The Performance Appraisal Process

Correcting Performance Problems:
Identifying Performance Problems

Correcting Performance Problems:
Addressing Performance Problems

Writing and Grammar Skills:
Effective Sentences

Business Writing: The Fundamentals

Effective Presentations: Planning a
Presentation

Effective Presentations: Essentials of
Persuasion

Conducting Meetings: Managing a Meeting

Interviewing Skills:
Preparing for an Interview

Interviewing Skills:
Conducting an Interview

Organizational Skills: Time Management

Self Development: Balancing Your
Personal and Professional Life

Self Development: Developing Rapport
through Communication

Decision Making & Problem Solving:
Decision Making Fundamentals

Frontline Leadership:
Preparing to Lead

Essentials of Management:
Succeeding as a New Manager

Essentials of Management:
Creating a Positive Workforce

Team Conflict:
Working in Diversified Teams

Team Leadership:
Promoting Your Team's Effectiveness

Team Participation:
Decision Making in Teams

Computer Software

Courses:

Microsoft Access 2002 Fundamentals

Microsoft Access 2002 Proficient User

Microsoft Access 2002 Expert User

Microsoft Excel 2002 Fundamentals

Microsoft Excel 2002 Proficient User

Microsoft Excel 2002 Expert User

Microsoft Windows 2002 User
Fundamentals

Microsoft Windows 2002 Advanced User

Microsoft Word 2002 Fundamentals

Microsoft Word 2002 Proficient User

Microsoft Word 2002 Expert User

Microsoft PowerPoint 2002 Proficient User

Microsoft PowerPoint 2002 Expert User

DreamWeaver 4

Microsoft Visual Basic 5.0: Working with
Databases - Part 1 & 2

e-Learning